

Dear Sir/Madam,

As you would be aware, 28 February 2019 is the deadline for submitting claims associated with services provided in January 2019 for a number of 6CPA programs, including:

- Dose Administration Aids
- MedsCheck & Diabetes MedsCheck
- Staged Supply
- Home Medicine Reviews
- Residential Medication Management Reviews.

It's also the deadline for the submission of Quality use of Medicines Program claims associated with service periods that ended in January 2019.

We advise that claiming deadlines are governed by the Program Rules which are determined by the Department of Health, in consultation with stakeholders. The Pharmacy Programs Administrator is not in a position to alter these deadlines or offer extensions.

We therefore suggest that Service Providers:

- Establish their access to the new Pharmacy Programs Administrator Registration and Claiming Portal as soon as possible, if this has not already occurred
- Submit claims earlier than usual to ensure there is sufficient time to resolve any potential issues.

The above advice is provided as:

- It is not uncommon that changes are required to new user or Service Provider accounts that were established as part of the transition process – these changes can sometimes take a few days, depending upon the issue
- The new Portal and claiming process are significantly different to those associated with the previous 6CPA Portal. The new Portal identifies claim errors/issues prior to submission and will not accept claims where errors/issues exist (such as the presence of an incorrect Medicare number). This means that all claim errors/issues must be rectified before the claim can be submitted.

If you have any questions in relation to information provided above, please contact the Support Centre on 1800 951 285 or support@ppaonline.com.au

